Hanford Mission Integration Solutions

Statement of Work

For

General Materials or Services

Title: HGET, HMIS GET, CBT, & WBT TRAINING/TECHNOLOGY SUPPORT AND NATIONAL PROGRAMS SUPPORT - MASTER

Date: 3/1/2021

Revision Number: 0

Requisition Number: 346902

Hanford Mission Integration Solutions

Signature Page Only

APPROVALS	PRINT NAME	SIGNATURE
BTR*	Debbie Mensinger	

* Approval for Technical Content

Based on the Hazardous Review and Identification Checklist to identify Subject Matter Experts (SMEs), the following approvals are applicable to this Statement of Work. (Note: hard copy signatures are made PDF and files in the notes panel of the Asset Suite requisition).

Signature Required	No Signature Required	ORGANIZATION	PRINT NAME	SIGNATURE
	X	End-User / Requestor		
	X	End User / Requesting Manager (Project of Functional Director)		
	X	Environmental*		
	X	Radiation Protection		
	X	Industrial Safety and Health		
	X	Fire Protection		
	X	Chemical Management		
	X	Emergency Preparedness		
X		Quality Assurance Engineer	Must be approved In Asset Suite	Must be approved In Asset Suite
X		Engineering/Design Authority	Must be approved In Asset Suite	Must be approved In Asset Suite

Hanford Mission Integration Solutions

1.0   INTRODUCTION / BACKGROUND

Hanford Mission Integration Solutions (HMIS), in support of its prime contract with the U.S. Department of Energy (DOE), Richland Operations Office (RL), and HAMMER Training are responsible for providing Hanford Site training. The Volpentest HAMMER Federal Training Center (HAMMER) is a U.S. Department of Energy training facility specializing in hands-on training for the Hanford Site and supporting training to other Federal agencies as well as the nation's Homeland Security mission.

HAMMER provides world class performance-based training to DOE Hanford Contractors and their subcontractors, federal and military organizations, and other regional and government agencies and stakeholders.

Individual contract releases with statements of work outlining the work scope in greater detail will be issued against that master subcontract. This statement of work serves as the master statement of work for a new master subcontract that will be awarded to a **single Subcontractor**. Summary descriptions are provided below in Section 3.0.

HMIS is in the process of transitioning the work currently performed by Mission Support Alliance, LLC (MSA or incumbent contractor) under the Mission Support Contract (MSC) to HMIS for the performance of the Hanford Mission Essential Services Contract (HMESC). HMIS anticipates it will transfer all current MSA policies, procedures, forms, systems, tools, etc. to HMIS, in their entirety. As a result, any reference to MSA policies, procedures, forms, systems, tools, etc. will be that of HMIS and applicable to the Subcontractor, when stated.

2.0   OBJECTIVE

HMIS, in support of its prime contract with the U.S. Department of Energy (DOE), Richland Operations Office (RL), requires Subcontractor support to provide training services to support HMIS's commitment to the Hanford cleanup mission while reducing the risk to employee health, the environment, and the public.

The Subcontractor shall deliver and maintain Hanford General Employee Training (HGET), HMIS General Employee Training (GET), selected other non-HGET courses residing in Web-Based Training (WBT)/Computer-Based Training (CBT) format, and operate the HAMMER Courseware Management System (HAMMERCMS). The Subcontractor shall provide technical assistance with the publication, maintenance, and administration of web-based training courses. In addition, the Subcontractor shall participate in biennial reviews for the HGET, HMIS GET, and HSO lessons to identify needed changes and make recommendations to increase student engagement. These courses are delivered to approximately 10,000 students annually.

The Subcontractor shall provide on-demand instructional design, desktop publishing, and editing support and mentoring for HAMMER and other Federal agencies on an as-needed basis.

The Subcontractor shall provide technology-based training, instructional design, and graphical design of web-based training development and modification support for HMIS's Safeguards and Security (SAS) Information Security and Emergency Management Program (EMP) organizations.

On an annual basis, the Subcontractor shall update the Transportation Security Web-Based Training. The courses are to be hosted on the standard Hanford web delivery platform for HMIS personnel. The course title must contain appropriate Official Use Only (OUO) identifiers.

The Subcontractor shall provide support for development and modification of site-wide standardized training and training supporting other HMIS organizations.

The Subcontractor shall provide miscellaneous technology support, such as video, photo, animation, database management support and application evaluation, interactive, and print design.

The Subcontractor shall provide production, development, maintenance, and consultative support to HAMMER and non-HAMMER entities as requested and approved by the Buyer's Technical Representative (BTR).

The Subcontractor shall provide technology-based training, instructional design, graphics design, and training exercise support to the U.S. Department of Energy's Emergency Support Function (ESF) #12 responders, Energy Response Center staff, and the Catastrophic Incident Management Assistance Team, as part of the Cybersecurity, Energy Security, and Emergency Response (CESER's) authorities and requirements outlined in the National Response Framework. In addition to this requirement, the Subcontractor will need to support the CESER energy security mission and develop, host, and track training for our nation's State, Local, Tribal, and Territorial energy planning staff.

The Subcontractor shall also provide technology based training for the U.S. Department of Transportation (DOT) Pipeline Hazardous Materials and Safety Administration (PHMSA) as requested.

The Subcontractor shall use HammerCMS, a HAMMER-developed program, and Articulate Storyline to develop training content that is delivered via HLAN. The Subcontractor shall also have to have some type of animation software to create new animations. The WBT is delivered on a Learning Management System provided by MSA (or HMIS in the future). HAMMER is currently using HammerLMS and will transition to

SuccessFactors LMS sometime in the future.

The Subcontractor shall provide as-needed instructional design, desktop publishing, and videotaping support for the development of distance learning training and videos to support the PNNL Weapons of Mass Destruction Counterproliferation Program.

3.0   DESCRIPTION OF WORK – SPECIFIC

3.1   Hanford General Employee Training (HGET).

HGET is an umbrella for environmental, safety, health, and security courses delivered to the major Contractors and their subcontractors on the Hanford site. HGET ensures a standardized general employee training program to meet minimum initial and annual training requirements. HGET consists of a series of lessons. Each lesson includes sections which contain the training content. The course material shall be reviewed on a biennial schedule to ensure the content remains current and valid. Maintenance, updates, and delivery of the HGET lessons are required. The web-based training Courseware Management System (HAMMERCMS) currently operates reliably on the Hanford Local Area Network (HLAN). Operation of the HAMMERCMS and occasional hardware and software upgrades are needed.

Delivery

In contracted CBT centers, Subcontractor staff will be expected to provide students with all necessary courseware operation assistance including:
- assisting students with logging in and running web-based HGET on the Learning Management System (LMS),
- assisting students in identifying the appropriate contractor/federal agency-specific-General Employee Training course they should take, and
- providing recovery assistance in cases where students and training coordinators have difficulties.

HGET Lesson Revision

On a schedule approved by the HGET Training Program Manager and the BTR, the Subcontractor shall participate in a biennial review of approximately half of the HGET lessons so that HGET is maintained with current content and lesson material reflecting up-to-date course and lesson reference requirements. The Subcontractor shall revise the lessons as necessary. The Subcontractor shall obtain documented approval of the updated HGET lessons prior to lesson publication.

HGET maintenance shall require: instructional design, development of content materials, development of knowledge check questions, and programming of content as well as courseware management support.

As the Subcontractor reviews and revises the identified HGET lessons, they shall cover the following topics:

- Links to procedures
- Acknowledgements
- Review test questions, learning objectives, and associated training content

HGET Initial and Refresher Lessons (Course Numbers 000001 and 000019)

- Asbestos Safety
- Beryllium Associated Worker Training
- Conduct of Operations/Event Prevention Basics
- Counterintelligence
- Electrical Safety
- Emergency Preparedness
- Environmental Management
- Extreme Temperatures
- Fire Safety
- General Employee Radiological Training
- Government Vehicle Use
- Hazard Communication
- Lock and Tag
- Manual Lifting Techniques
- Personal Safety
- Records and Information Management
- Security
- Unclassified Computer Security

Special Topics Category:

- Topics as identified by HGET Training Program Manager

HGET Initial: All lessons and all sections required; does not include challenge exams.

HGET Refresher: Includes challenge exams; certain sections optional.

On a schedule approved by the HMIS HGET Training Program Manager and the BTR, the Subcontractor shall replace or add videos each year. Replacement tasks include coordination with the interviewee (setup appointment), videotaping, typing, editing, and template input.

Documentation

The Subcontractor shall develop and deliver the following training material to the HMIS HGET Training Program Manager as each lesson is updated:

Executable Computer Code: computer program(s) with all graphics, text font, data, etc., files necessary to run the computer program.

Source Files: source files for content developed using Articulate Storyline and videos with associated closed caption files.

Lesson Specifications: documents that outline trainee activities and list learning objectives, lesson content, and resources necessary for consistent operation of the training programs. Lesson specifications must be approved by the HMIS HGET Training Program Manager.

Supplementary Materials: Books, articles, handouts, mechanical devices, etc., which are used as references, for manipulation and practice, etc., in Subcontractor developed training programs.

Facilities/Operations

The Subcontractor shall provide one CBT Center in the downtown Richland area. Hours of operation will be conducted Monday through Thursday, 6:00 am through 4:00pm. Subcontractor shall observe the Hanford holiday schedule. The Subcontractor shall be compensated an extra 30 minutes each work day to accommodate for a half-hour of setup in the morning. Computers shall be set up in a room layout that reflects social distancing requirements per CDC.gov guidelines. Facilities/equipment shall be disinfected per CDC.gov guidelines. The CBT Center is be setup with computer desks, chairs, etc., provided by the Subcontractor.

A Subcontractor shall provide other Computer-Based Training (CBT) centers in the future as needed, currently undefined but anticipated.

Equipment

The Subcontractor shall maintain WBT and CBT courses on equipment supplied by the Subcontractor and designated government furnished Local Area Network (LAN) servers.

Courseware Management System

The Subcontractor shall publish new and revised courses as directed by the HMIS HGET Training Program Manager. This includes testing a sample of new courses to ensure correct operation within the Learning Management System.

3.2 HGET Web-Based Training Updates Outside of Biennial Review Schedule.

HGET is a dynamic course and needs to be revised as changes in requirements or programs demand. Revisions identified that fall outside of what is planned for the biennial review schedule including the development of new lessons are addressed.

3.3 Web-Based Training Courses (non-HGET).

There are currently over 120 WBT courses residing on the HMIS training web site. They include HMIS-produced courses and courses produced by other contractors. Delivery of these courses is required.

Delivery

In contracted Computer-Based Training (CBT) centers, Subcontractor staff shall provide students with all necessary courseware operation assistance including:
- assisting students with logging in and running web-based training courses on the Learning Management System (LMS),
- assisting students in identifying the appropriate web-based training course they should take, and
- providing recovery assistance in cases where students have difficulties.

Course Revision

Non-HGET course revisions will be requested on an as-needed basis under a separate contract/release.

Documentation

The Subcontractor shall develop and deliver the following training material to the HMIS HGET Training Program Manager as each lesson is updated:

Executable Computer Code: computer program(s) with all graphics, text font, data, etc., files necessary to run the computer program.

<u>Source Files</u>: source files for content developed using Articulate Storyline and videos with associated closed caption files.

<u>Lesson Specifications</u>: documents that outline trainee activities and list learning objectives, lesson content, and resources necessary for consistent operation of the training programs. Lesson specifications must be approved by the HMIS HGET Training Program Manager.

<u>Supplementary Materials</u>: Books, articles, handouts, mechanical devices, etc., which are used as references, for manipulation and practice, etc., in Subcontractor developed training programs.

3.4   Hanford Site Orientation Course Maintenance.

The Hanford Site Orientation (HSO) does not share pages with Hanford General Employee Training (HGET), so every time one of the HGET lessons are revised, the corresponding pages in HSO will need to be updated both on the Hanford intranet and the internet (HSO version on each may contain slight differences between the two). Periodic updates to the Hanford Site Orientation (HSO) Course (#100099) are necessary as changes occur to HGET. This course resides on both the HLAN and an external LMS hosted by the Subcontractor.

On a quarterly basis, the Subcontractor will review current HGET materials and update the HSO to include any changes that have occurred. These reviews will be performed prior to, or, by the following dates:

• December 1st
• March 1st
• June 1st
• September 1st

The Subcontractor will submit proposed changes to the HSO Point of Contact (POC) identified by the BTR for review. After comments are incorporated and with the approval of the HSO POC, the Subcontractor will publish the updates on both the Hanford intranet and on an external LMS hosted by the Subcontractor.

Documentation

The Subcontractor shall develop and deliver the following training material to the HSO POC as each lesson is updated:

Executable Computer Code: computer program(s) with all graphics, text font, data, etc., files necessary to run the computer program.

Source Files: source files for content developed using Articulate Storyline and videos with associated closed caption files.

Lesson Specifications: documents that outline trainee activities and list learning objectives, lesson content, and resources necessary for consistent operation of the training programs. Lesson specifications must be approved by the HMIS HGET Training Program Manager.

Supplementary Materials: Books, articles, handouts, mechanical devices, etc., which are used as references, for manipulation and practice, etc., in Subcontractor developed training programs.

3.5   HMIS GET Web-Based Training Updates.

HAMMER Training is responsible for HMIS General Employee Training (GET). HMIS GET is contractor-specific training for HMIS employees, contractors, and associated subcontractors for these contractors. HMIS GET ensures a standardized general employee training program to meet minimum initial and annual refresher training requirements.

HMIS GET consists of a series of lessons. Each lesson includes sections which contain the training content. The course material shall be reviewed on a biennial schedule to ensure the content remains current and valid. HMIS GET is a dynamic course and needs to be revised as changes in requirements or programs demand. In addition to revisions, the course material shall be reviewed on a biennial schedule to ensure the content remains current and valid.

HMIS GET Lesson Revision

On a schedule approved by the HMIS GET Training Program Manager and the BTR, the Subcontractor shall participate in a biennial review of approximately half of the HMIS GET lessons so that HMIS GET is maintained with current content and lesson material reflecting up-to-date course and lesson reference requirements. The Subcontractor shall revise the lessons as necessary. The Subcontractor shall obtain documented approval of the updated HMIS GET lessons prior to lesson publication.

HMIS GET maintenance shall require: instructional design, development of content materials, development of knowledge check questions, and programming of content as well as courseware management support.

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As the Subcontractor reviews and revises the identified HMIS GET lessons, they shall cover the following topics:

- Links to procedures
- Acknowledgements
- Review test questions and learning objectives and associated training content

HMIS GET Initial Lessons (Course #110001)

- Work Life
- Business Ethics
- Quality Assurance
- Safety Programs
- EEO and Workplace Diversity
- Labor Charging
- Environmental Management System Tracking
- Corrective Action Management
- Event Investigation

HMIS GET Refresher Lessons (Course #110004)

- Work Life
- Business Ethics
- Quality Assurance
- Safety Programs
- EEO and Workplace Diversity
- Labor Charging
- Environmental Management System Tracking
- Corrective Action Management
- VPP Survey
- Event Investigation

Documentation

The Subcontractor shall develop and deliver the following training material to the HMIS GET Training Program Manager as each lesson is updated:

Executable Computer Code: computer program(s) with all graphics, text font, data, etc., files necessary to run the computer program.

Source Files: source files for content developed using Articulate Storyline and videos with associated closed caption files.

Lesson Specifications: documents that outline trainee activities and list learning objectives, lesson content, and resources necessary for consistent operation of the training programs. Lesson specifications must be approved by the HMIS GET Training Program Manager.

Supplementary Materials: Books, articles, handouts, mechanical devices, etc., which are used as references, for manipulation and practice, etc., in Subcontractor developed training programs.

3.6   HMIS GET Web-Based Training Updates Outside of Biennial Review Schedule.

HMIS GET is a dynamic course and needs to be revised as changes in requirements or programs demand. Revisions identified that fall outside of what is planned for the biennial review schedule including the development of new lessons are addressed.

3.7   HMIS Emergency Management Program Web-based/Online Training Support

The HMIS Emergency Management Program (EMP) organization requires a Subcontractor to provide as-needed support for the development of new web-based/online training as well as the revision of existing web-based/online training and video support. The Subcontractor shall provide support for major and minor web-based training revisions to non-HGET web-based training lessons within the EMP curriculum.

Documentation

The Subcontractor shall develop and deliver the following training material to the Emergency Management Program (EMP) Training Program Manager as each lesson is updated:

Executable Computer Code: computer program(s) with all graphics, text font, data, etc., files necessary to run the computer program.

Source Files: source files for content developed using Articulate Storyline and videos with associated closed caption files.

Lesson Specifications: documents that outline trainee activities and list learning objectives, lesson content, and resources necessary for consistent operation of the training programs. Lesson specifications must be approved by the Emergency Management Program (EMP) Training Program Manager.

Supplementary Materials: Books, articles, handouts, mechanical devices, etc., which are used as references, for manipulation and practice, etc., in Subcontractor developed training programs.

3.8   External LMS.

The distribution of certain web-based training has been transferred to an external LMS for individuals who need to take training and are not located on the Hanford Site. Under the current master subcontract, the Subcontractor hosts the courses for HAMMER on its Learning Management System (LMS) as a Software as a Service (SaaS).

Subcontractor shall work with the Buyer's technical point of contact to provide technical assistance with the publication, maintenance, and administration of web-based training courses delivered on the Subcontractor's LMS on an external commercial website. Subcontractor shall also maintain the system and, as directed, make modifications/updates. This LMS shall need to have the capacity to host over 100,000 external, non-Hanford customers located within all 50 states in the United States and 120 countries.

The LMS shall need to be certified Federal Risk and Authorization Management Program (FedRAMP) compliant within 2022.

3.9   HAMMER Training Development & Modification Support.

The HAMMER facility requires a Subcontractor to provide as-needed instructional design, desktop publishing, and videotaping support for the revision and development of training tools through HAMMER. This specifically covers training that is not a part of the HGET, HMIS GET, or HSO web-based curriculum. This does not cover scenarios where a new training course would need to be developed; those scenarios would be covered by separate contract releases. Projects may include, but not be limited to: 1) miscellaneous videotaping needs for training courses and other training tools like safety starts, 2) initial curriculum analysis for new courses, 3) minor and/or major revisions of courses, and 4) other miscellaneous tasks.

3.10 HMIS Safeguards and Security Information Security Instructional Design / Desktop Publishing Support / Videotaping Support.

The HMIS Safeguards and Security (SAS) Information Security organization requires a Subcontractor to provide as-needed support for the development of new web-based/online training as well as the revision of existing web-based/online training and video support. The Subcontractor shall provide support for major and minor revisions to existing non-HGET web-based/online training lessons within the SAS curriculum.

Documentation

The Subcontractor shall develop and deliver the following training material to the Safeguards and Security (SAS) Information Security Training Program Manager as each lesson is updated:

Executable Computer Code: computer program(s) with all graphics, text font, data, etc., files necessary to run the computer program.

Source Files: source files for content developed using Articulate Storyline and videos with associated closed caption files.

Lesson Specifications: documents that outline trainee activities and list learning objectives, lesson content, and resources necessary for consistent operation of the training programs. Lesson specifications must be approved by the Safeguards and Security (SAS) Information Security Training Program Manager.

Supplementary Materials: Books, articles, handouts, mechanical devices, etc., which are used as references, for manipulation and practice, etc., in Subcontractor developed training programs.

3.11 Update Transportation Security Web-Based Training.

On an annual basis an update is required for the courses 020380, Transportation Security Plan Shipper-Warehouse and 020381, Transportation Security Plan for Drivers. The courses are to be hosted on the standard Hanford web delivery platform for HMIS personnel. The course title must contain appropriate Official Use Only (OUO) identifiers in accordance with the HMIS Identifying, Marking, and Protecting Official Use Only (OUO) Information Procedure.

Documentation

The Subcontractor shall develop and deliver the following training material to the Transportation Security Training Program Manager as each lesson is updated:

Executable Computer Code: computer program(s) with all graphics, text font, data, etc., files necessary to run the computer program.

Source Files: source files for content developed using Articulate Storyline and videos with associated closed caption files.

Lesson Specifications: documents that outline trainee activities and list learning objectives, lesson content, and resources necessary for consistent operation of the training programs. The Transportation Security Training Program Manager must approve lesson specifications.

Supplementary Materials: Books, articles, handouts, mechanical devices, etc., which are used as references, for manipulation and practice, etc., in Subcontractor developed training programs.

3.12   DOE CESER Training Program Support.

HAMMER has been tasked with providing training and exercise support to the U.S. Department of Energy's Office of Cybersecurity, Energy Security, and Emergency Response (CESER) organization. This includes the Cybersecurity program, Energy Security program, and the Emergency Support Function (ESF) #12 Energy Response program, as part of CESER's authorities and requirements outlined in the National Response Framework.

The focus is to train program affiliated personnel for all hazards response. Response personnel require initial and recurring training to build and maintain skills and competencies. Growth of the program requires a wider range of training and exercise methods to ensure all DOE responders, federal partners, state counterparts, and industry stakeholders operate as a cohesive unit during response.

In addition to the training of the team, HAMMER supports the exercises for the Infrastructure Security and Energy Restoration (ISER) division and conducts annual training and acts as subject matter experts in the design and coordination of exercises for the ISER's federal, state, and industry response partners.

Subcontractor shall be requested to incorporate the design, development, and delivery method(s) of the course content as provided by HAMMER. Course content shall reflect interactive web-based or eLearning method(s) for administering the training to students.

Develop Conceptual Designs and Establish Deliverables for the Web Based Training

The Subcontractor shall participate in scheduled meetings for the purposes of finalizing designs for the web-based training and shall assist in the development of a schedule to complete the activities in accordance with the requirements of the annual training schedule. Meetings will be scheduled by the HAMMER individual identified by the BTR and be conducted on an as-needed basis. The web-based training modules will be discussed and developed per the agreed upon project plans with deliverables and timelines.

Develop and Upload On-Line Training Components for the Web Based Training

HAMMER will assist in developing the course objectives, storyboard content with identified sections for the lessons, and narration scripts for the web-based training modules. HAMMER will ask the Subcontractor to support design and development per the project plan that will be developed. Design elements that could be used include Subcontractor templates, video and spokesperson introductions.

Development of training materials may require actors or other specialized individuals. In the case that no local individuals meet the qualifications desired, Subcontractor may seek individuals elsewhere. The travel for these individuals to come to the Subcontractor's location would be included under these circumstances.

Course Delivery

The delivery method for the eLearning lessons will be discussed to ensure that the audience for each course has the ability to register for the course that they are interested in. HAMMER and the Subcontractor will also discuss how to register trainees for specific courses and decide upon the best method during the planning meetings.

HAMMER will ask the Subcontractor to continue to provide student, instructor, and administrator access, as well as maintenance and technical support for, the Learning Management System (LMS) and eLearning online training www.esf12training.com website.

Technology Development and Implementation

Discussion will include the identification of new technologies to support the training team in the delivery of training, resources, and procedures as requested. Technologies that will be discussed include collaborative webinar platforms, procedure delivery methods, and applications that would be friendly for smart devices and computers. These discussions may or may not result in requests for implementation of the technologies but work may be requested based on budget and resource needs.

Develop Templates, Videos, and Graphic Design for Training & Exercises

Development of templates for training materials and design of graphics for branding of training and response documents shall be requested on an as-needed basis. HAMMER may ask the Subcontractor for support in implementing the templates and branding items through technical editing and formatting of documents. Development of videos, animation, and graphics to support training and exercises will be discussed and may or may not result in requests for implementation but will be based on budget and resource needs.

This statement of work will also cover development and design meetings to build cost estimates and develop project plans that identify the scope of work further.

3.13   DOT PHMSA Training Development/Support.

HAMMER has been tasked with providing online and/or computer-based training resources to the U.S. Department of Transportation (DOT) Pipeline Hazardous Materials and Safety Administration (PHMSA). PHMSA is a U.S. DOT modal agency that develops and enforces regulations for the safe, reliable, and environmentally sound operation of the Nation's 2.6-million-mile pipeline transportation system and more than 1 million daily shipments of hazardous materials by land, sea, air, and rail. PHMSA comprises two safety offices: the Office of Pipeline Safety (OPS) and the Office of Hazardous Materials Safety (OHMS).

The Subcontractor shall provide HAMMER staff with programmatic support on an as-needed basis related to the development of training and outreach materials for the DOT PHMSA program. The DOT PHMSA Training development/support covers such areas as:

- PHMSA Hazardous Materials Regulations (HMR) Modules Development and Hosting

    Develop Conceptual Designs and Establish Deliverables for Outreach Materials and Online Training Resources
    The Subcontractor shall participate in meetings for the purposes of finalizing designs for the education and outreach products and on-line training resources. The Subcontractor shall assist in the development of resources for the Hazardous Materials Regulations Modules Development and Hosting (HMR) and the posting of these resources on the existing website.

    Update existing DOT PHMSA Hazardous Materials Regulations Training Modules & Develop Additional Training
    The Subcontractor shall assist in updating the existing DOT PHMSA HMR training modules to reflect new processes as requested. The Subcontractor shall update any existing narration scripts and the training materials and develop additional training materials as requested.

Host and Maintain a Website for the Hazardous Materials Regulation
The Subcontractor shall update and develop additional training, marketing and outreach materials as requested. Additional Hazardous Materials Regulation training modules will be provided in the Articulate Storyline format for uploading to the website.

Maintenance and Technical Support for the Website
The Subcontractor shall be responsible for maintenance and technical support for the existing website. If requested by DOT the website may need to be FedRamp compliant.

- PHMSA Transportation Rail Incident Preparedness and Response (TRIPR)

  The Subcontractor shall update existing training materials for the DOT PHMSA organization as well as develop additional resources and training tools for the Hazardous Materials response community. Specialized training resources and outreach tools for the DOT PHMSA emergency response needs are identified as tasks needing completion.

  Develop Conceptual Designs and Establish Deliverables for Outreach Materials and Online Training Resources
  Subcontractor shall participate in meetings for the purposes of finalizing designs for the education and outreach products and on-line training resources. The Subcontractor shall assist in the development of resources for the Crude Oil Rail Incident Response Training Program and the posting of these resources on the existing website.

  Update existing DOT PHMSA Crude Oil Rail Incident Response Training Program & Develop Additional Training
  Subcontractor shall assist in updating the existing DOT PHMSA Crude Oil Rail Incident Response Training Program training to reflect new processes as requested. Subcontractor shall update any existing narration scripts and the training materials and develop additional training materials as requested.

  Develop Classroom Visual Graphics to Support Rail Safety training module
  Subcontractor shall develop a Crude Oil Rail Transportation Preparedness and Response training module as part of an outreach initiative to provide first responders with key information to prepare them to effectively prepare for and manage the consequences of a crude oil transportation incident. Subcontractor shall support this effort with the development of videos and graphic materials for the course.

Host and Maintain a Website for the Crude Oil Rail Incident Response Training Program
Subcontractor shall update and develop additional training, marketing and outreach materials as requested and upload to the website.

Maintenance and Technical Support for the Website
The Subcontractor shall be responsible for maintenance and technical support for the existing website and the training modules. If requested by DOT the website may need to be FedRamp compliant.

- PHMSA Hazardous Materials Emergency Preparedness (HMEP) Grant Program

  Subcontractor shall update existing training materials for the DOT PHMSA organization as well as develop additional resources and training tools for the Hazardous Materials response community. Specialized training resources and outreach tools for the HMEP Program emergency response needs are identified as tasks needing completion and revision.

Develop Conceptual Designs and Establish Deliverables for Outreach Materials and Online Training Resources
Subcontractor shall participate in meetings for the purposes of finalizing designs for the education and outreach products and on-line training resources.

Update Existing DOT PHMSA Hazardous Materials Emergency Preparedness Training Modules & Develop Additional Training
Subcontractor shall update existing DOT PHMSA HMEP Program training modules to reflect new processes as requested. Updates will need to be made to the narration scripts and the training materials. Subcontractor shall update and develop additional training, marketing, and outreach materials as requested.

Maintenance and Technical Support for the Website
The Subcontractor shall be responsible for maintenance and technical support for the existing website and the training modules. If requested by DOT, the website may need to be Fed Ramp compliant.

- PHMSA Office of Pipeline Safety (OPS) – Oil Spill Video Project

Develop Conceptual Designs and Establish Deliverables for Outreach Materials and Training Resources
Subcontractor shall participate in meetings for the purposes of finalizing designs for the education and outreach products and training resources. Subcontractor shall update and develop additional training, marketing, and outreach materials as requested.

3.14   PNNL Distance Learning Training Development Support

This support covers as-needed instructional design, desktop publishing, and videotaping support for the development of distance learning training and videos to support the PNNL Weapons of Mass Destruction Counterproliferation Program.

This work involves three tasks. First, to create a one-hour e-Learning course for partner countries to take as a pre-requisite to more in-depth, in-country border security trainings. Secondly, provide a Content Management System (CMS) or Learning Management System (LMS) that can house the previously referred to e-Learning course from task 1 as well as additional content from other existing courses. The third task is to create a series of instructional videos around vehicle inspection using 3D animation.

3.15   Miscellaneous Development Support

This support covers miscellaneous support for specific end users that is outlined in separate contract releases. This will include but not be limited to product development such as:
- Develop and update interactive, web-based training for DOE-HQ organizations and contractors
- Other Subcontractor support as requested by other HAMMER and non-HAMMER entities as approved by BTR

3.16   Miscellaneous Technology Support

This support will include the following areas:
- <u>Video</u> – including developing new videos and editing new and existing videos
- <u>Photo</u> – including taking and maintaining a database of approved photos
- <u>Animation</u>
- <u>Database Management Support and Application Evaluation</u> – including evaluating commercial off-the-shelf database and research applications.
- <u>Interactive</u>
- <u>Print Design</u> – provide support as requested, such as design template for HAMMER Information products

4.0   REQUIREMENTS

4.1   General

Will work be performed on site: No.

For any work performed on the Hanford Site or any HMIS controlled facility, the provisions of the <u>On Site Services Special Provisions</u>, will apply to Subcontractor personnel.

4.2.   Hanford System Access Requirements

This will be addressed, if applicable, at the individual contract release level.

4.3   Engineering Requirements

Engineering requirements applicable: No.

4.4   Environment, Safety, & Health (ES&H) Requirements

The Subcontractor shall exercise a degree of care commensurate with the work and the associated hazards. The Subcontractor shall ensure that management of safety and environmental functions and activities is an integral and visible part of the Subcontractor's work planning and execution processes. The Subcontractor shall flow down safety and environmental requirements to the lowest tier Subcontractor performing work on the Hanford site commensurate with the risk and complexity of the work.

Safety is the first priority at HAMMER and all Subcontractors are required to strictly adhere to the policies and procedures for the Hanford Site and the HAMMER facility. Subcontractors are not allowed to bring any prohibited articles or substances onto the Site without prior written permission. The prohibited articles include, but are not limited to, all hazardous materials, illegal drugs, explosives or incendiary devices, and firearms.

Prior to start of work, the Subcontractor personnel shall have read the *MSA General Hazard Analysis (GHA) Procedure.*

Subcontractors and its lower-tier subcontractors shall be responsible to complete an Employee Job Task Analysis (EJTA) in accordance with MSC-PRO-WP-11058 for any of the following situations:

- For any subcontractor employee who will be on the Hanford Site for more than 30 days in a year.
- For any subcontractor employee who may potentially be exposed to hazards (e.g. radiological, beryllium, hazardous wastes, noise) while performing in accordance with the subcontract statement of work.

- For any subcontractor employee enrolled in a medical or exposure monitoring program required by 10 CFR 851, and/or any other applicable federal, state or local regulation or other obligation.

If any of the above conditions are met, the subcontractor and its lower-tier subcontractor employee is to have a current approved EJTA prior to that employee beginning work on the Hanford Site.

Buyer's Safety and Health Procedures are available on the internet at http://www.hanford.gov/pmm/page.cfm/Construction. The documents on this site are kept current and are available for Subcontractors and lower-tier Subcontractor use.

Unique or specific requirements: No.

4.5 Quality Assurance (QA) Requirements

Are quality assurance requirement applicable to this scope of work: Yes.

The work activities for this Statement of work has been designated as a Quality Level G - Q Level 0 – GS.

The Subcontractor shall be responsible for performing quality workmanship and shall conduct the quality control measures necessary to ensure work conforms to reference requirements defined in the SOW.

Media products are required to conform to Section 508 of the Rehabilitation Act, 29 U.S.C. §794d – as described in the MSA procedure for developing & implementing training programs, which will be directed by the HAMMER individual identified by the BTR. In the case of the contract releases for U.S. Department of Transportation work scope, DOT will determine if they want their training products developed by the Subcontractor to conform to Section 508 of the Rehabilitation Act, 29 U.S.C. §794d.

4.6 Government Property

Government property is not required to be used by the Subcontractor for this effort.

5.0 PERSONNEL REQUIREMENTS

5.1 Training and Qualifications

5.1.1. Training

Subcontractor shall ensure that its personnel meet and maintain the appropriate training, qualification and certification requirements to perform the work requested under this statement of work.

Hanford General Employee Training (HGET) is required for all Subcontractor personnel performing work at the Hanford Site for seven (7) days or more.

5.1.2. Qualifications

Subcontractor shall have experience developing and delivering computer-based training products and interactive communication programs – using the best available technology and with a premium on enduring functionality.

The Subcontractor shall have experience in instructional design and development, multimedia production capabilities, digital delivery systems, learning management system expertise, and ability to adapt to various modes of training delivery (i.e., eLearning, standup instruction, and mobile training).

Subcontractor Required Qualifications

In order for HMIS to determine if a Subcontractor is qualified, the Subcontractor shall have:

A pre-existing Learning Management System (LMS) to house the course materials from the scope described in Sections 3.12 DOE CESER Training Program Support, Section 3.13 DOT PHMSA Training Development Support, and 3.14 PNNL Distance Learning Training Development Support of the statement of work. This LMS shall need to have the capacity to host over 100,000 external, non-Hanford customers located worldwide. The LMS cannot be under a cost per user model and must have the ability to have users set up their own accounts.

The Subcontractor shall provide a detailed write-up, describing their pre-existing LMS and demonstrated expertise and experience supporting all of the areas described above, and how this requirement will be fulfilled.

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Subcontractor also shall provide personnel to support this scope who have the following qualifications:

THE FOLLOWING TYPES OF QUALIFICATIONS ARE REQUIRED:

Project Management:
- Minimum of 5 years of managing training projects including experience in:
    - IT network projects
    - Website development and management projects
    - Web Based training projects
    - Distance Learning program design and development
    - Video projects including actors, script development, filming, lighting, editing and post processing

Instructional Designer:
- Training and/or education in instructional design
- Minimum experience of 5 years performing instructional design

WBT Developer:
- Minimum of 5 years of experience using:
    - Articulate Storyline
    - Hypertext Markup Language (HTML)
    - Cascading Style Sheets (CSS)
    - JavaScript and/or jQuery

Video/Animation Developer:
- Shall possess experience using animation software
- Shall possess experience producing and editing videos, including closed captioning

Online eLearning and Learning Management System (LMS):
- 5 years of experience managing and maintaining an LMS
- 5 years of experience managing and maintaining an eLearning website

Deliverables:
- All final deliverables, as specified in the Statement of Work, must be Section 508 compliant, as described in Section 4.4 of the Statement of Work.

Development Software:
- The Subcontractor must obtain their own development software licenses.

The Subcontractor shall provide resumes and other pertinent documentation substantiating the training and qualifications for staff who would perform work under this statement of work.

As part of the technical evaluation of Subcontractor proposal(s), Subcontractors which who are found to meet the required technical qualifications may be scheduled for an interview.

5.2   Security and Badging Requirements

For any on site work, see Special Provisions – On Site Services for details.

Subcontractor employees will be required to submit to vehicle searches and not personally carry or transport certain prohibited articles.

HAMMER is not a badged facility, but work done on the Hanford Site or at HMIS facilities may require badging. In these and other cases, Subcontractor will be subject to Hanford Site badging requirements, – i.e., complete Hanford Site Orientation, course 100099, Hanford General Employee Training (HGET) Refresher, as needed.

In accordance with the HAMMER Weapons Policy, non-law enforcement/U.S. Military personnel or law enforcement /U.S. Military personnel who are not representing their agency/branch in an official capacity may not possess weapons or ammunition within HAMMER, i.e., all areas within the HAMMER perimeter fence.

The scope of work will not require access authorization (security clearance).

5.3   Work Location / Potential Access Requirements

The primary location where the work shall be performed is at the Subcontractor's location but there may be times where Subcontractor staff will be required to attend meetings with HMIS staff at their location on the Hanford Site.

5.4   Site Access and Work Hours

Hanford personnel at the Hanford Site work a standard 4/10 schedule. The standard work week consists of ten (10) hours of work between 6:00 am and 4:30 pm, with one-half hour designated as an unpaid period for lunch, Monday through Thursday.

HAMMER operates on the Site standard 4x10s schedule from 6am to 4:30pm with one-half hour designated as an unpaid period for lunch - with Mondays through Thursdays as Site work days; however, non-standard hours of support may be required.

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The HAMMER Facility is open from 5:30am to 5:30pm, Monday through Thursday. As deemed necessary, HAMMER is open non-standard hours (including Fridays) to support Hanford Site Training needs. Work is to be performed during those hours unless special arrangements are made through HAMMER Operations.

6.0   MEETINGS

Subcontractor shall participate in all meetings as required by the BTR or delegate.

7.0   DELIVERABLES AND PERFORMANCE SCHEDULE REQUIREMENTS

7.1   Deliverables

Deliverables are required to be furnished by the Subcontractor.

Project dates and customer deliverable dates will be determined on a project-by-project basis.

Deliverables for work scope in Section 3.12:
- A project plan with deliverables and dates based on planning meeting with HAMMER/HMIS and Subcontractor discussion. (2 weeks from the issuance of a ROM)

- Technology to support delivery of ESF #12 Refresher Training (Per Project Plan and ROM)

- DOE ERO Web based training for Operations, Planning & Logistics, Finance, and Admin Teams (Per Project Plan and ROM)

- Templates for training and response documents (Per Project Plan and ROM)

- Videos & Graphics for Training & Exercises (Per Project Plan and ROM)

Deliverables for work scope in Section 3.13:
- Develop training materials and visual aids for the DOT PHMSA organization as requested.

- Maintain the website and provide technical support to the training modules and website resources.

8.0   SPECIAL REQUIREMENTS

Any special requirements will be outlined in the statements of work for the individual contract releases.